

**Title: Ancillary Services, Outside Providers, and CHCS**

**Session: W-4-1530**



# Objectives

- Ancillary Services' role in the CHCS Provider File
  - Impact of errors
  - Outside provider entry in CHCS
- CHCS Provider File Facility Report Card
- Provider Details Report
- Site-specific Provider File performance metric
- Common Provider File errors
- Useful tips
- Training material



# Ancillary Services - Initial Entry Point for Outside Providers

- Approximately 91% of all active CHCS providers are classified as “Outside Providers”
- Key ancillary personnel have the ability to enter provider information into CHCS for outside providers. This streamlines the process for patients who see providers outside the MTF and obtain ancillary services from the MTF
- Pharmacy personnel enter the majority of these providers; however, Laboratory and Radiology may enter them as well
- It is crucial each staff member with this access ensures each outside provider entry is accurate



# Impacts of Provider File Errors

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- What are the potential impacts of incorrect or null data in the CHCS Provider File?
  - Patient Safety
  - Revenue
  - Workload
  - Data Integrity



# Impacts of Provider File Errors

- How is patient safety affected when an outside provider is entered into CHCS incorrectly?
    - Incorrect naming convention, generic provider names, and duplicate providers in CHCS could possibly compromise patient care when unable to identify the provider
      - Example: patient results are not reviewed or relayed to appropriate provider due to the inability to identify the correct provider, DOE,J does not have the entire first name spelled out, cannot confirm correct provider



# Impacts of Provider File Errors

- How is revenue affected when an outside provider is entered into CHCS incorrectly?
  - Third Party Insurance claims are rejected due to null and duplicate National Provider Identification (NPI) numbers
  - Third Party Insurance claims are rejected due to null or incorrect HIPAA Taxonomy Codes
  - Incorrect naming of a provider can cause a rejected claim when unable to identify the provider's legal name



# Impacts of Provider File Errors

Prescriptions processed from MTFs through Pharmacy Data Transaction Service (PDTs) without an NPI Number.

Service	FY10 Total Prescriptions	Total Cost
AIR FORCE	636994	\$21,580,836
ARMY	2914501	\$73,571,221
COAST GUARD	54148	\$1,389,974
NAVY	2741827	\$80,589,053
<b>Grand Total</b>	<b>6347470</b>	<b>\$177,131,085</b>

Approximately 8% of AF patients have Other Health Insurance (OHI), which equates to 50,959 prescriptions, representing \$1,726,466 in potential lost revenue.



# Impacts of Provider File Errors

- How is workload affected when an outside provider is entered into CHCS incorrectly?
  - Incorrect location of a provider could affect pharmaceutical studies which in turn could impact annual/mid-year review of pharmacy workload and funding requirements



# Impacts of Provider File Errors

- How is data integrity affected when an outside provider is entered into CHCS incorrectly?
  - Incorrectly entering a provider's name in CHCS creates a larger margin for error due to the lack of appropriate naming convention
  - Example: provider Doe,John is entered in CHCS as Doe,J the first time around, a different patient returns with a script and the user enters Doe,John correctly the second time around, this causes a duplicate in CHCS



# Impacts of Provider File Errors

- Incorrectly entering the primary hospital location for an outside provider causes poor tracking of internal and external provider location, which can ultimately affect the billing process
    - Example: Outside provider is entered with a B\*\*\* MEPRS location instead of FC\*\* MEPRS location. B\*\*\* MEPRS codes indicate in-house providers, which triggers the billing system to look for an episode of care to link the ancillary order to. Therefore, if the patient has Third Party Insurance, the prescription claim will not flow through the billing system without human intervention



# Ancillary Provider Entry Screens

- The following pages/screens in CHCS are used by Pharmacy, Laboratory, and Radiology staff when entering a new outside provider and are critical in ensuring:
  - Successful Third Party Collections
  - Preventing potential patient safety issues
  - Maximizing workload
  - Improved data integrity



# DA Provider Add Menu

Training DB - KEA! 4.20

File Edit View Tools Options Help

PROVIDER: TEST,TOM E DA PROVIDER ADD

Name: TEST,TOM E

Provider Flag:

Select PROVIDER SPECIALTY:

HCP SIDR-ID:   
Class:   
Location:   
Provider ID:

Req. Supervising Provider?:

Person Identifier:  
DEA#:   
HCP#:   
Clinic ID:   
Department ID:   
DOB:   
RANK:   
LICENSE #:   
SEX:

ACTIVE CHCS II ACCOUNT:

Help = HELP Exit = F10 File/Exit = D0 INSERT OFF

Personal Data - Privacy Act of 1974 (PL-93-579)

A red arrow points from the text "Ensure name is entered correctly with a comma between the last and first name with NO SPACES" to the Name field.

**Ensure name is entered correctly with a comma between the last and first name with NO SPACES**

**Enter a middle initial if one is present - DO NOT put a period after the initial**



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER: DA PROVIDER ADD

Provider Flag: Select PROVIDER SPECIALTY:

HCP SIDR-ID: Class: Location: Provider ID: Req. Supervising Provider?: Person Identifier: DEA#: HCP#: Clinic ID: Department ID: DOB: RANK: LICENSE #: SEX: NPI Type/ID: /

Type in PROVIDER in Provider Flag and enter

Help = HELP Exit = F10 File/Exit = D0 INSERT OFF Personal Data - Privacy Act of 1974 (PL 93-579)

1129, 29 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:15:58 Num Caps



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER: DA PROVIDER ADD

Name:  
Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:

001

001 FAMILY PRACTICE PHYSICIAN  
Are you adding '001' as a new PROVIDER SPECIALTY(S) (the 1st  
for this PROVIDER) ? Y

Clinic ID:  
Department ID:  
DOB:  
RANK:  
LICENSE #:  
SEX:  
NPI Type/ID: /

Type in correct PSC,  
question will prompt you  
to verify this is the PSC  
you want to assign, type in  
Y and enter

Help = HELP Exit = F10 File/Exit = FF  
Personal Data - Privacy Act of 1974 (PL 93-579)

1136, 32 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:16:15 Num Caps



# DA Provider Add Continuation Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER SPECIALTY(S): 001 DA PROVIDER ADD -- CONTINUATION

Provider Specialty Code: 001

Provider Specialty Description: FAMILY PRACTICE PHYSICIAN

HIPAA Provider Taxonomy Code: 207Q00000X

HIPAA Provider Taxonomy Description: PHYSICIANS/ALLOPATHIC/OSTEOPATHIC/FAMILY PRACTICE

CMAC Provider Class: 01 - MEDICAL DOCTOR/DOCTOR OSTEOPATHY

Help = HELP Exit = F10 File/Exit = DO INSERT OFF  
Personal Data - Privacy Act of 1974 (PL 93-579)

1155, 26 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:16:22 Num Caps

These fields are mapped to the PSC; this page is for display only; enter



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER:

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:  
Class: OUTSIDE PROVIDER ←  
Location: CHAMPUS SUPPORT

Provider ID:  
Req. Supervising Provider?: NO

Person Identifier:  
DEA#:  
HCP#:  
Clinic ID:  
Department ID:  
DOB:  
RANK: CIVILIAN

LICENSE #:  
SEX: MALE

NPI Type/ID: /

DA PROVIDER ADD

Type in the class of OUTSIDE PROVIDER and enter, this will ensure the correct signature class of 99 (OUTSIDE PROVIDER) is attached

Help = HELP Exit = F10 File/Exit = DD INSERT OFF  
Personal Data - Privacy Act of 1974 (PL 93-579)

1221, 31 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:17:19 Num Caps



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER:

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:  
Class: OUTSIDE PROVIDER  
Location: CHAMPUS SUPPORT ←

Provider ID:  
Req. Supervising Provider?: NO

Person Identifier:  
DEA#:  
HCP#:  
Clinic ID:  
Department ID:  
DOB:  
RANK: CIVILIAN

LICENSE #:  
SEX: MALE

NPI Type/ID: 7

Help = HELP Exit = F10 File/Exit = DD  
Personal Data - Privacy Act of 1974

Type in your location name for outside civilian providers and enter, ex. CHAMPUS SUPPORT. This ensures the correct MEPRS code of FCCA for outside civilian providers is attached.

NOTE: A location of OTHER MTF with a MEPRS code of FCDA should be used for providers from other MTFs

1221, 31 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:17:19 Null Caps



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER:  DA PROVIDER ADD

Name:

Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:

FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:

Class: OUTSIDE PROVIDER

Location: CHAMPUS SUPPORT

Provider ID:

Req. Supervising Provider?: NO

Person Identifier:

DEA#:

HCP#:

Clinic ID:

Department ID:

DOB:

RANK: CIVILIAN

LICENSE #:

SEX: MALE

NPI Type/ID:  T

Type in a provider ID and enter, use first four letters of last name and first four letters of first name

Help = HELP Exit = F10 File/Exit = DD INSERT OFF

Personal Data - Privacy Act of 1974 (PL 93-579)

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## **DA Provider Add Menu**

VT Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

DA PROVIDER ADD

**PROVIDER:**

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:  
Class: OUTSIDE PROVIDER  
Location: CHAMPUS SUPPORT  
Provider ID:  
Req. Supervising Provider?: NO ← Answer NO for outside providers on the Req. Supervising Provider question and enter

Person Identifier:  
DEA#:  
HCP#:  
Clinic ID:  
Department ID:  
DOB:  
RANK: CIVILIAN  
LICENSE #:  
SEX: MALE  
NPI Type/ID: /

Help = HELP Exit = F10 File/Exit = DD INSERT OFF  
Personal Data - Privacy Act of 1974 (PL 93-579)

1221.31 VTS00-7 -- chcs.nellis.af.mil via SECURE SHELL 00:17:19 Num Caps

**Answer NO for outside providers on the Req. Supervising Provider question and enter**



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER: DA PROVIDER ADD

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY: FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID: OUTSIDE PROVIDER

Class: Location: CHAMPUS SUPPORT

Provider ID: Req. Supervising Provider?: NO

Person Identifier: ← DEA#: HCP#:

Clinic ID: Department ID: DOB:

RANK: CIVILIAN LICENSE #: SEX: MALE

NPI Type/ID: T

Help = HELP Exit = F10 File/Exit = DD INSERT OFF  
Personal Data - Privacy Act of 1974 (PL 93-579)

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Outside providers do not need person identifier (SSN), skip down to RANK field



# DA Provider Add Menu

V T Untitled Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER: DA PROVIDER ADD

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:

Class: OUTSIDE PROVIDER

Location: CHAMPUS SUPPORT

Provider ID:

Req. Supervising Provider?: NO

Person Identifier:

DEA#:

HCP#:

Clinic ID:

Department ID:

DOB:

RANK: CIVILIAN

LICENSE #

SEX: MALE

NPI Type/ID: /

Type in CIVILIAN and enter

Help = HELP Exit = F10 File/Exit = D0 INSERT OFF  
Personal Data - Privacy Act of 1974 (PL 93-579)

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## **DA Provider Add Menu**

VT Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

DA PROVIDER ADD

PROVIDER:

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:

CIVILIAN	ACIV	ARMY	CIV
CIVILIAN	FCIV	AIR FORCE	CIV
CIVILIAN	MCIW	MARINE CORPS	CIV
CIVILIAN	BCIV	NATIONAL OCEANIC & ATMOSPHERIC ADMIN	CIV
CIVILIAN	CCIV	COAST GUARD	CIV
CIVILIAN	PCIV	U.S. PUBLIC HEALTH SERVICE	CIV
CIVILIAN	XCV	CIVILIAN NON-SERVICE AFFILIATED	CIV
CIVILIAN	NCIV	NAVY	CIV

Make choice = **SELECT** Exit = F10

RANK: CIV

LICENSE #:

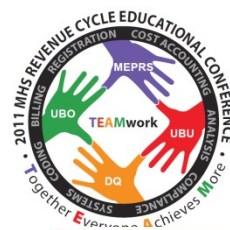
SEX:

NPI Type/ID: /

Pick appropriate civilian status and enter

Personal Data - Privacy Act of 1974 (PL 93-579)

1209, 2 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:16:59 Num Caps



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER: DA PROVIDER ADD

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:  
Class: OUTSIDE PROVIDER  
Location: CHAMPUS SUPPORT  
Provider ID:  
Req. Supervising Provider?: NO  
Person Identifier:  
DEA#: ←  
HCP#:  
Clinic ID:  
Department ID:  
DOB:  
RANK: CIVILIAN  
LICENSE #: ←  
SEX: MALE

CHCS requires that a DEA # or license # is entered for outside providers, if you only enter one but have both choose DEA# over the license# and enter

File/exit Abort Edit  
File changes and exit.

Personal Data - Privacy Act of 1974 (PL 93-579)

1223, 23 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:17:28 Num Caps



# DA Provider Add Menu NPI Info

- The National Provider Identifier is a 10-digit numeric code that is unique to each provider
- This data element is required for all providers flagged as a provider
- The NPI has a direct impact on Third Party Collections (TPC)
- A null NPI will result in a rejected TPC claim resulting in loss of revenue for the MTF
- Use the following links to obtain provider information to include NPIs for providers
  - <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
  - <https://www.geoaccess.com/ncpdp/po> (this is the HCidea Web site that requires purchasing of licenses)



# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER: DA PROVIDER ADD

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:  
Class: OUTSIDE PROVIDER  
Location: CHAMPUS SUPPORT  
Provider ID:  
Req. Supervising Provider?: NU  
Person Identifier:  
DEA#:  
HCP#:  
Clinic ID:  
Department ID:  
DOB:  
RANK: CIVILIAN  
LICENSE #:  
SEX: MALE  
NPI Type/ID: /T

Help = HELP Exit = F10 File/Exit = D0 INSERT OFF  
Personal Data - Privacy Act of 1974 (PL 93-579)

Enter NPI number and return, the NPI type of 1 (Individual Provider) will auto populate

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# DA Provider Add Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

PROVIDER: DA PROVIDER ADD

Name: Provider Flag: PROVIDER

Select PROVIDER SPECIALTY:  
FAMILY PRACTICE PHYSICIAN

HCP SIDR-ID:  
Class: OUTSIDE PROVIDER  
Location: CHAMPUS SUPPORT  
Provider ID:

Req. Supervising Provider?: NO

Person Identifier:  
DEA#:  
HCP#:  
Clinic ID:  
Department ID:  
DDS:  
RANK: CIVILIAN  
LICENSE #:  
SEX: MALE

Select File/exit to save data and exit

File/exit Abort Edit  
File changes and exit.

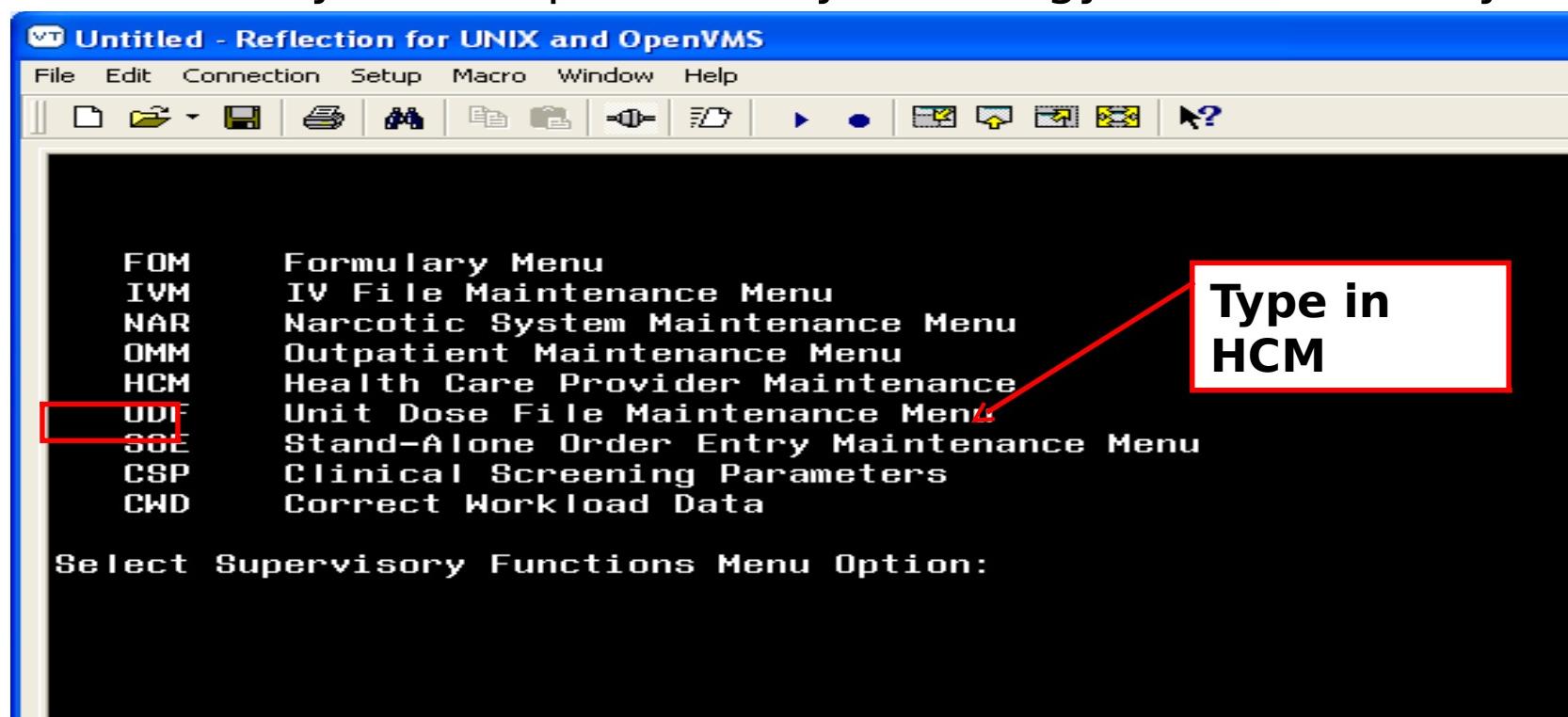
Personal Data - Privacy Act of 1974 (PL 93-579)

1223, 23 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:17:28 Num Caps



# Health Care Provider Maintenance Menu

- Use Health Care Provider Maintenance (HCM) menu to add NPIs or to modify specific fields for an outside provider after provider has been entered during new order entry. This menu is part of the Pharmacy Supervisory Functions Menu. However, recommend the HCM menu be given as a secondary menu option to key Radiology and Laboratory





# PS Provider Maintenance Menu

Untitled - Reflection for UNIX and OpenVMS

File Edit Connection Setup Macro Window Help

Provider Name: PS PROVIDER MAINTENANCE

Name: Initials:

Provider Flag: PROVIDER

Provider SSN:

Provider Class: OUTSIDE PROVIDER

Provider Location: CHAMPUS SUPPORT

Street Address:

City:

State:

Duty/Office Phone: Zip Code:

OE Inactivation Date: Home Phone:

License #: DEA#:

Drug Authorization Key: NPI Type/ID: 1/

You can add NPI number in this window

Help = HELP Exit = F10 File/Exit = DO INSERT OFF  
Personal Data - Privacy Act of 1974 (PL 93-579)

865, 17 VT500-7 -- chcs.nellis.af.mil via SECURE SHELL 00:11:02 Num Caps



# Provider File Facility Report Card

- What is the CHCS Provider File Facility Report Card?
  - Air Force-specific initiative
  - Report produced to identify errors/discrepancies in the MTF's CHCS Provider File
  - Performance measures capture and rank order by peer groupings
  - Report identifies eleven errors/discrepancies
- What is the Provider Details Report?
  - Excel spreadsheet provides details of the flagged errors/discrepancies
  - Recent order entry activity provided for error prioritization



# CHCS Provider File Errors

- CHCS Provider File fields analyzed for errors
  - Naming Convention
  - NPI - Null
  - NPI - Duplicate
  - Signature Class/Provider Specialty Code (PSC) mismatch
  - Signature Class
  - PSC
  - HIPAA Taxonomy
  - Primary Hospital Location
  - DEA/License #
  - Generic Provider
  - Potential Duplicates



# Provider File Facility Report Card

## US Air Force - CHCS Provider File Facility Report Card

4/1/2007 To 12/30/2010

### 1. Demographics

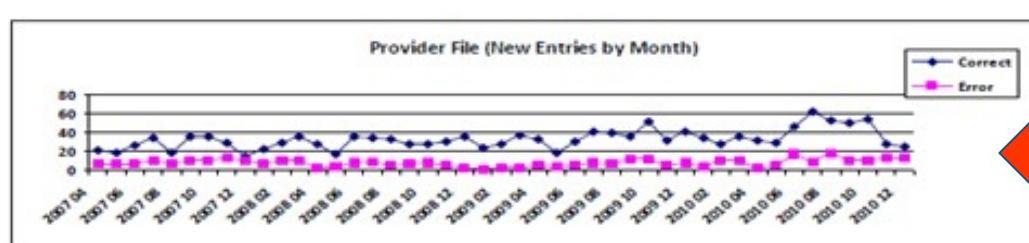
MTF Name:	DMIS:	Platform Host:	Facility Type
[REDACTED]			Large Clinic

### 2. Error/Discrepancy Analysis

Last Date Data Entered	Number Of Records:	# Of Records W Errors	%With Errors:	Avg # of Errors/Record
30-Dec-2010	5127	1393	27.17%	1.2

ERROR/DISCREPENCY	DESCRIPTION	PRIMARY EFFECT	#
Naming Convention	Provider names that may not be in the required format.	SS, Pt Safety, Data Integrity	156
NPI - Null	Provider records that have a null NPI	SS	392
NPI - Duplicate	Two or more providers that contain the same NPI	SS	224
Sig Class/PSC Mismatch	Provider signature class with nurse or tech specialty	Pt Safety, Anc Workload	24
Signature Class	Providers that contain a null, (0)clerk, or (1)nurse signature class	Pt Safety, Anc Workload	26
Provider Specialty Code (PSC)	PSC is null, Over 905 or between 500 and 518	SS, Workload	49
HIPAA Taxonomy	Taxonomy codes that do not correlate to the PSC	SS, Workload	422
Primary Hosp Location	Inside/outside providers with MEPRS mismatch	Data Integrity	61
DEA / License #	Both Fields are null for external providers	Pt Safety	6
Generic Provider	Site created provider accounts that are not true providers	SS, Pt Safety, Workload	10
Potential Duplicate	Two or more providers in the provider file that appear to be a duplicate provider	SS, Pt Safety, Workload	356
Total Errors, Count			1726

Volume and error types will dictate cleanup strategies



Monthly Error rates (new entries)



# Provider File Facility Report Card

## US Air Force - CHCS Provider File Facility Report Card

4/1/2007 To 12/30/2010

2nd MED GRP-BARKSDALE

### 3. MTF Ranking by Peer Group

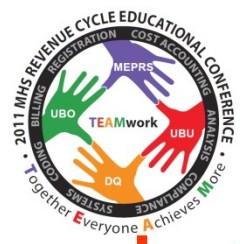
MTF Name		Date Range # of Records	# Of Records W Errors	# Of Errors	% With Errors:	Avg # of Errors / Record
1	10th MED GROUP-USAF ACAD	0033	7811	55	56	0.70%
2	21st MED GRP-PETERSON	0252	1270	9	9	0.71%
3	22nd MED GRP-MCCONNELL	0059	3071	26	30	0.85%
4	375th MED GRP-SCOTT	0055	9424	88	95	0.93%
5	12th MED GRP-RANDOLPH	0366	1756	17	23	0.97%
6	20th MED GRP-SHAW	0101	4291	62	65	1.44%
7	75th MED GRP-HILL	0119	6444	106	111	1.64%
8	7th MED GRP-DYESS	0112	2234	39	50	1.75%
9	15th MED GRP-HICKAM	0287	957	17	24	1.78%
10	509th MED GRP-WHITEMAN	0076	3452	74	82	2.14%
11	1st SPEC OPS MED GRP-HURL	7139	232	5	5	2.16%
12	78th MED GRP-ROBINS	0051	4489	200	246	4.46%
13	49th MED GRP-HOLLOWAY	0084	1736	88	98	5.07%
14	436th MED GRP-DOVER	0036	5178	314	411	6.06%
15	55th MED GRP-OFFUTT	0078	7530	514	675	6.83%
16	19th MED GRP-LITTLE ROCK	0013	4800	454	558	9.46%
17	92nd MED GRP-FAIRCHILD	0128	4264	433	503	10.15%
18	355th MED GRP-DAVIS MONT	0010	6393	820	895	12.83%
19	28th MED GRP-ELLSWORTH	0106	2035	266	306	13.07%
20	45th MED GRP-PATRICK	0046	10458	1587	1947	15.17%
21	437th MED GRP-CHARLESTON	0356	1696	295	383	17.39%
22	6th MED GRP-MACDILL	0045	17508	3159	3427	18.04%
23	305th MED GRP-MCGUIRE	0326	13324	2564	3152	19.24%
24	377th MED GRP-KIRTLAND	0083	6631	1396	1882	21.05%
25	4th MED GRP-SEYMORE JOHN	0090	4643	1174	1426	25.29%
26	82nd MED GRP-SHEPPARD	0113	3424	867	1109	25.32%
27	2nd MED GRP-BARKSDALE	0062	5127	1393	1726	27.17%
28	56th MED GRP-LUKE	0009	11769	4102	5366	34.85%
29	325th MED GRP-TYNDALL	0043	3568	1250	1660	35.03%
30	341st MED GRP-MALMSTROM	0077	1718	694	814	40.40%
31	72nd MED GRP-TINKER	0096	7063	3586	4303	50.77%
32	42ND MEDICAL GROUP-MAXW	0004	5463	3488	4164	63.85%

Peer Group Comparison



# Provider Details Report

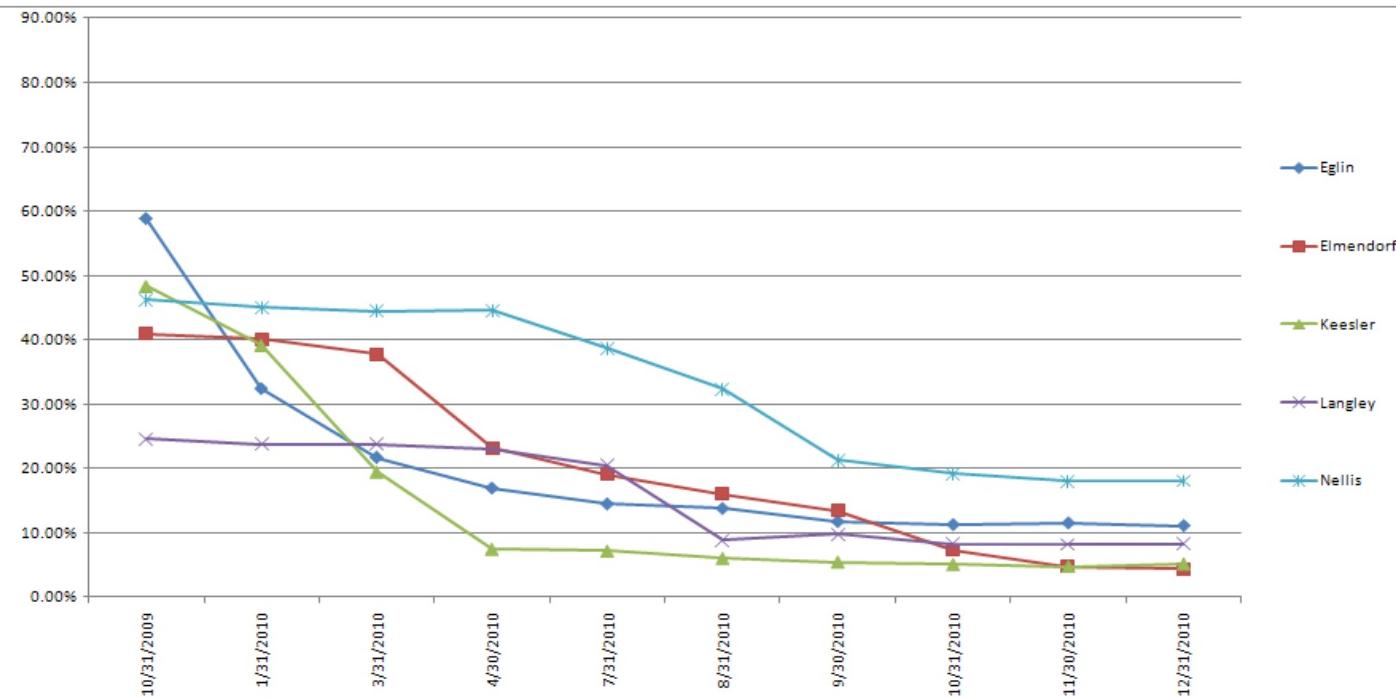
-Error	-Naming Convention	-NPI	-Dup NPI	-Sig Class PS/CMisMatch	-Sig Class	-Spec Code	-Taxonomy	-Primary Hosp Locat/c	-DeforStlic	-Generic Provider	-Potential Dup	IEN	RecentOEActivity	DateOfEntry
X	X											10020	TRUE	
X												10187	FALSE	
X		X										10193	FALSE	
X	X											10194	FALSE	
X		X								X		10215	FALSE	
X	X											10236	FALSE	
X		X										10335	TRUE	
X	X											10456	FALSE	
X												4948	FALSE	
X	X											9783	FALSE	
X	X											9792	FALSE	
X	X											9812	FALSE	
X										X		9851	FALSE	
X	X											9875	TRUE	
X	X											9877	FALSE	
X	X											9887	TRUE	
X							X					9900	FALSE	
X	X											9947	TRUE	
X	X											9979	FALSE	
X	X											9983	TRUE	
X		X								X		10023	TRUE	
X				X								10412	TRUE	
X									X	77	FALSE		10/5/1994	
X	X								X	95	FALSE		10/5/1994	
X	X								X	129	FALSE		10/7/1994	
X	X								X	132	TRUE		10/7/1994	
X	X								X	230	FALSE		10/9/1994	
X	X									251	FALSE		10/9/1994	
X				X						464	TRUE		11/28/1994	
X				X						501	TRUE		11/28/1994	
X					X				X	506	FALSE		11/28/1994	
X				X						532	TRUE		11/28/1994	
X				X						574	TRUE		11/28/1994	



# Site-specific Provider File Performance Metric

Error % by Base/Peer Group/MAJCOM	
MAJCOM	(All)
FACILITY TYPE	Medium Hospital
Sum of % With Errors	Base
Report Month	Eglin Elmendorf Keesler Langley Nellis
Oct-09	58.80% 40.80% 48.34% 24.52% 46.18%
Jan-10	32.37% 40.14% 39.18% 23.72% 44.99%
Mar-10	21.68% 37.71% 19.44% 23.80% 44.41%
Apr-10	16.91% 23.11% 7.44% 23.06% 44.50%
Jul-10	14.43% 19.04% 7.13% 20.48% 38.69%
Aug-10	13.73% 15.96% 6.01% 8.80% 32.29%
Sep-10	11.71% 13.44% 5.46% 9.78% 21.26%
Oct-10	11.22% 7.24% 5.07% 8.20% 19.21%
Nov-10	11.49% 4.69% 4.77% 8.17% 18.03%
Dec-10	11.07% 4.38% 5.17% 8.29% 18.05%

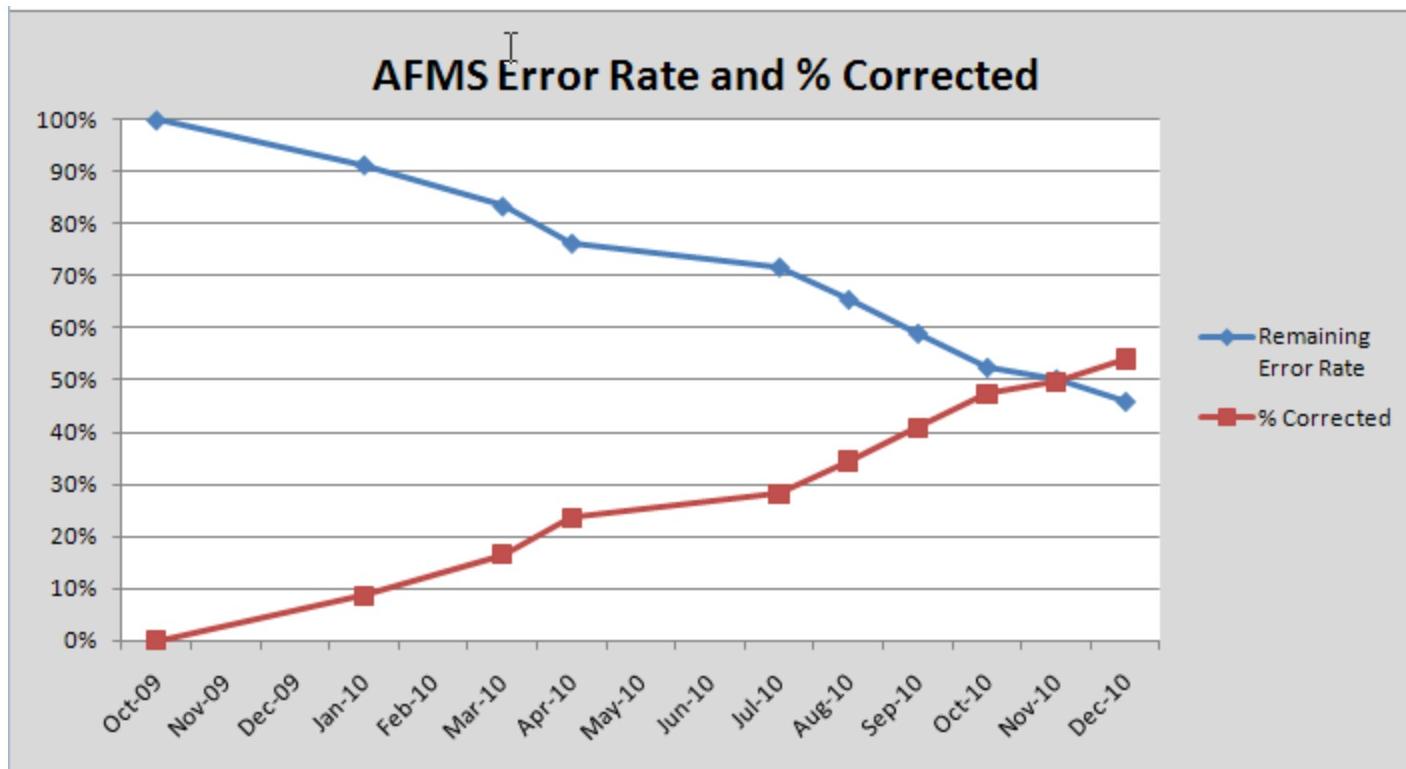
Filter by MAJCOM, Facility Type  
(Peer Group), Base, or Reporting





# AFMS CHCS Provider File Clean-Up Effort

Report Month	Total # of Errors	Remaining Error Rate	% Corrected
Oct-09	109563	100%	0%
Jan-10	100165	91%	9%
Mar-10	91478	83%	17%
Apr-10	83709	76%	24%
Jul-10	78699	72%	28%
Aug-10	71882	66%	34%
Sep-10	64777	59%	41%
Oct-10	57622	53%	47%
Nov-10	55190	50%	50%
Dec-10	50423	46%	54%





## Avoiding Common Errors - Null NPI Field

- The most common error is a null NPI field, and this error has the greatest negative impact on Third Party Collections (TPC). It is not a required field in CHCS (it can be left blank); therefore, many people ignore it
  - To file any claims for TPC reimbursement, this number must be present
  - Determine the correct NPI number by using the Web sites below to confirm the correct NPI number
    - <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
    - <https://www.geoaccess.com/ncpdp/po> (this is the HCidea Web site that requires purchase of licenses)



# Avoiding Common Errors - Provider Class/Signature Class Relation

- How is the Provider Class related to the Signature Class?
  - Each Provider Class in CHCS should be associated with one of the following Signature Classes:
  - **“0” Clerk with Limited Ordering**
    - This level of authority is used for administrative support personnel and must be countersigned prior to the order becoming active
  - **“1” Nurse**
    - This level of authority can write and activate orders, but these orders must be also signed by an HCP
  - **“2” Provider Requiring Countersignature**
    - Similar to a nurse signature class, orders can be written but a countersignature is required by an HCP



# Signature Classes in CHCS (continued)

- **“3” HCP**
  - This level is standard physician authority and is the highest level needed
- **“4” Countersigning HCP**
  - A generic countersignature authority that could be used to countersign all orders requiring countersignature
- **“99” Outside Provider**
  - Providers not on your MTF staff (civilian HCPs or HCPs from other MTFs); but may write prescriptions for patients entitled to benefits from your MTF. This signature class is used for outside prescriptions, Lab, and Rad orders



# Signature Class Examples

- Below are examples of Provider Classes with their appropriate corresponding Signature Class

Provider Class	Signature Class
External Provider	99 (Outside Provider)
Physician	3 (HCP)
Technician	1 (Nurse)
Nurse	1 (Nurse)
Clerk	0 (Clerk with Limited Ordering)
First Year Resident	2 (Provider Requiring Countersignature)



# Avoiding Common Errors - Users Create Provider Class with Null Signature Class

- CHCS was designed to allow users to create new Provider Classes “on the fly” as needed. However, each Provider Class should have a corresponding Signature Class associated with it and users are not prompted to enter one through quick entry. Therefore, without realizing it, users randomly add provider classes in CHCS with a null

PROVIDER: TESTING, PROVIDER  
Name: TESTING, PROVIDER  
Provider Flag: PROVIDER  
Select PROVIDER SPECIALTY:

HCP SIDR-ID:  
Class: I CAN PUT ANYTHING HERE

Are you adding 'I CAN PUT ANYTHING HERE' as  
a new PROVIDER CLASS (the 52nd) ? Y

This is a free text field and will accept anything typed in. User will be prompted with “Are you adding....as a new PROVIDER CLASS. If this prompt appears the user should always answer **NO**, they will then be given an option to see the list of current



# Avoiding Common Errors - Null or Incorrect Signature Classes

- CHCS administrators should review Provider Classes and corresponding Signature Classes periodically. A simple adhoc via Fileman will print all active Provider Classes with their corresponding Signature Class

## ADHOC ENTRY

**Menu path: FM > PFE**

Output from what file: **PROVIDER CLASS**

Sort by: **NAME**

Start with NAME: **FIRST**

First Print FIELD: **NAME**

Then Print FIELD: **SIGNATURE CLASS**

Then Print FIELD:

Heading: PROVIDER CLASS LIST//

Footnote:

Store Print logic in Template:

DEVICE:

## ADHOC OUTPUT

RADIOLOGIST	HCP
RADIOLOGY MANAGER	HCP
RADIOLOGY TECHNICIAN	HCP
RADIOLOGY TRANSCRIPTIONIST	CLERK WITH LIMITED ORDERING
REFERENCE LAB TECH	HCP
RESIDENT	HCP
RESIDENT RADIOLOGIST	HCP
SOCIAL WORKER	CLERK WITH LIMITED ORDERING
SPECIAL CLASS (DOCTOR)	HCP
SPECIAL CLASS (NURSE)	NURSE
SPEECH THERAPIST	NURSE
STAFF RADIOLOGIST	HCP
TECHNICIAN	NURSE
WARD CLERK	CLERK WITH LIMITED ORDERING
civ	
civil	



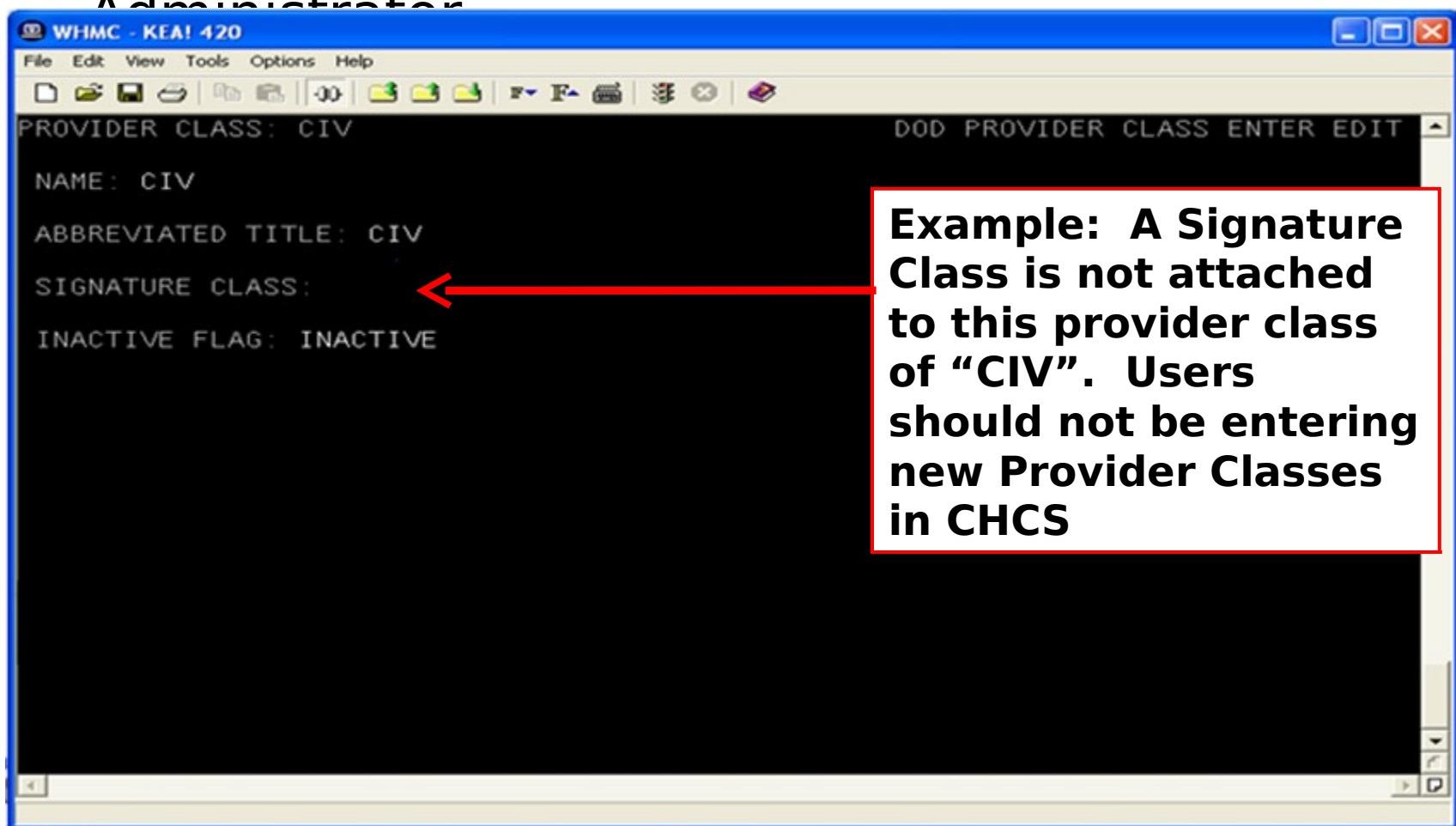
# Avoiding Errors - Null Provider Class Examples

Provider_Flag	Location	Meprs	Prov_Class	Signature_Class	Re
TRUE	MMC FMC	BGAB		900 NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	MCC CHAMPUS SUPPORT	FCCA	outside provider	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	champus	NUL	
TRUE	OUTSIDE CLINICS	FCCA	OUTSIDE PROBIDER	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	ont	NUL	
TRUE	OTHER MTF (ALL OTHER FEDERAL)	FCEA	01-MEDICAL DOCTOR	NUL	
TRUE	OUTSIDE CLINICS	FCCA	PHYSICAN	NUL	
TRUE	OUTSIDE CLINICS	FCCA	PHYSICAN	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	ont	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	ont	NUL	
TRUE	FAMILY HEALTH B	BGAB	PHYSICAN	NUL	
TRUE	FAMILY HEALTH B	BGAB	PHYSICAN	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	FCCA	NUL	
TRUE	NUTRITION CLN	BALA	REGISTERED DIETICIAN	NUL	
TRUE	M FP WHITE TEAM CLINIC	BGAA	FAMILY NURSE PRACTITIONER	NUL	
TRUE	OUTSIDE PROVIDERS	FCCA	FCCA	NUL	
TRUE	CHAMPUS SUPPORT	FCCA	FWC CHAM	NUL	



# Avoiding Errors - Signature Class in CLS

- Signature Classes can be modified or corrected in CLS (Provider Class Enter/Edit) by the CHCS Administrator.





# Provider Specialty Code (PSC) - HIPAA Taxonomy Code Relation

- Provider Specialty Codes (PSCs) are linked in CHCS to a corresponding HIPAA Taxonomy Code. You will be required to look up the Taxonomy number and cross reference it to the correct PSC
- Determine the provider's correct HIPAA taxonomy code through HCIdia or NPPES Web site
  - <https://nppes.cms.hhs.gov/NPPES/Welcome.do>
  - <https://www.geoaccess.com/ncpdp/po> (this is the HCIdia Web site that requires purchase of licenses)
- Use the list provided to match the Provider Specialty Code with correlating HIPAA Taxonomy Code listing



PSC with HIPAA  
Taxonomy Codes



# Example: Provider Specialty Code (PSC) - HIPAA Taxonomy Code Relation

CHCS Provider Specialty	CHCS Code	Taxonomy
GENERAL MEDICAL OFFICER	000	208D00000X
FAMILY PRACTICE PHYSICIAN	001	207Q00000X
FAMILY PRACTICE PHYSICIAN RESIDENT/INTERN WITH LICENSE	003	208D00000X
EMERGENCY PHYSICIAN	004	207P00000X
EMERGENCY PHYSICIAN RESIDENT/INTERN WITH LICENSE	005	208D00000X
EMERGENCY PHYSICIAN RESIDENT/INTERN WITHOUT LICENSE	006	390200000X
FAMILY PRACTICE PHYSICIAN RESIDENT/INTERN WITHOUT LICENSE	007	390200000X
INT MED PHYSICIAN / CLINICAL CARDIAC ELECTROPHYSIOLOGY	008	207RC0001X
INTERNAL MEDICINE RESIDENT/INTERN WITHOUT LICENSE	010	390200000X
INTERNIST	011	207R00000X
ALLERGIST	012	207KA0200X
ONCOLOGIST	013	207RX0202X
CARDIOLOGIST	014	207RC0000X
CARDIOPULMONARY LABORATORY PHYSICIAN	015	207RC0000X
ENDOCRINOLOGIST	016	207RE0101X
GERIATRICIAN	017	207RG0300X
GASTROENTEROLOGIST	018	207RG0100X
HEMATOLOGIST	019	207RH0000X
RHEUMATOLOGIST	020	207RR0500X
PULMONARY DISEASES PHYSICIAN	021	207RP1001X
INFECTIOUS DISEASES PHYSICIAN	022	207RI0200X
METABOLIC DISEASES PHYSICIAN	023	207RE0101X
NEPHROLOGIST	024	207RN0300X
MEDICAL GENETICIST	025	207SG0201X
TROPICAL MEDICINE PHYSICIAN	026	2083P0901X
NUCLEAR MEDICINE PHYSICIAN	027	207U00000X



# PSC - HIPAA Taxonomy Error

CHCSI - KEAI 420

File Edit View Tools Options Help

PROVIDER:

Name: PROVIDER

Provider Flag: PROVIDER

Provider ID: 1/

NPI Type/ID: OUTSIDE PROVIDER

Provider Class: OUTSIDE PROVIDER

Person Identifier:

Person ID Type Code:

Select PROVIDER SPECIALTY:  
GENERAL MEDICAL OFFICER

Primary Provider Taxonomy: 2084P0800X  
CMAC Provider Class: 01 - MEDICAL DOCTOR/DOCTOR OSTEOPATHIC

Select PROVIDER TAXONOMY:  
+ 2084P0800X

Location: CIVILIAN PROVIDER AF

HCP SIDR-ID:

Branch of Service:

Rank: UNKNOWN

Help = HELP      Exit = F10      File/Exit = D0      INSERT OFF

1(012,003)

**Example: the HIPAA Provider Taxonomy Code is incorrect and does not match the Provider Specialty Code**



# Primary Hospital Location Error Examples

- Hospital Location Error Examples:
  - Doe, John C is an outside provider with an FCCA (Support to Non-Federal External Providers) MEPRS code but has a Signature Class of 3 (HCP) which is for providers working in the MTF
  - Doe, Jane A has a Signature Class of 99 (outside provider) but has a B\*\*\* MEPRS code
  - Doe, John K is an outside provider with an FCCA (Support to Non-Federal External Providers) MEPRS code but is actually a provider from another MTF and should have a MEPRS code of FCDA (Support of other Military Activities)



# DEA/License # Error Examples

- DEA/License # Error Example:
  - Doe,John A has a provider flag of provider but does not have a DEA number or license number
- A DEA or license number is a required field for an external provider profile
- DEA number is preferred
- Populating the DEA number will allow for future search criteria in the HCidea Web site



# Useful Tips

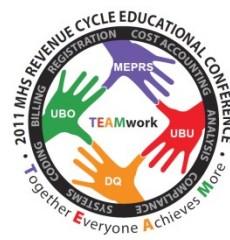
- When researching data on the NPPES and HCIDEA Web site, copy and paste
  - Example, copy the NPI number from the Web site
  - Reduces potential errors
  - Increases your efficiency
- Search by DEA number on the HCIDEA Web site
  - If DEA number is available
  - Useful in finding a provider if name is incorrect in the provider file



# Training Material

- Slides that provide step-by-step instructions to correct provider file errors are available on Vector Check
- <https://vc.afms.mil/afmoa/sga/sgar/sgardq/default.aspx>

Prevention Training	Error Correction Training
Pharmacy Outside Provider Entry Training	NPI Training
Laboratory Outside Provider Entry Training	HIPAA Taxonomy Code Error
Radiology Outside Provider Entry Training	Naming Convention
	Provider Specialty Code Error
	PSC – PA and NP Work Around Solution Training
	Signature Class PSC Mismatch Error



# Questions?

